



REGIONAL SERVICE OFFICER

Characteristics of Work

This is administrative work in which the incumbent serves as the first line of contact with school district superintendents and other school district administrators. Work involves formulating improvement programs for school districts upon need established through performance-based accreditation reports, results of the basic skills assessment program, the functional literacy testing program, and other criteria which indicate serious problems that impede adequate functioning at the district level. The incumbent exercises individual initiative and final authority in formulating, recommending, and reviewing progress on improvement plans designed to correct inadequacies in school district functioning. Work is subject to review by the Division Director and Bureau Director since the incumbent will be assisting districts on probation as a result of not meeting performance-based accreditation standards.

Examples of Work

Examples of work performed in this classification include, but are not limited to, the following:

Serves as contact person for local school districts.

Analyzes all available data to determine if school districts need assistance in correcting problem.

Meets with local school administrators and school boards to determine possible solutions to identified problems.

Gives administrative leadership to all phases of the program within the division.

Performs all functions and exercises with full authority necessary in administering the operation of the program.

Serves as liaison between local school districts and State Department of Education for delivery of services to correct school district deficiencies.

Ensures coordination of activities of the division with other divisions within the bureau.

Maintains effective public relations with other state agencies and the public, including interpretation of agency policy.

Performs related or similar duties as required or assigned.

Essential Functions

The essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring agency.

1. Coordinates development of a plan of operation and monitoring Level 1 school districts using standard operating procedures.
2. Coordinates communication and collaboration among staff and evaluates their performance.
3. Maintains communication with other state agencies and public entities in order to coordinate activities.

Minimum Qualifications

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the State Personnel Board in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

Physical Requirements: These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements. These are typical requirements; however, reasonable accommodations may be possible.

Light Work: May frequently walk or stand and/or frequently exert force equivalent to lifting up to approximately 10 pounds and/or occasionally exert force equivalent to lifting up to approximately 20 pounds.

Vision: Requires the ability to perceive the nature of objects by the eye.

Near Acuity: Clarity of vision at 20 inches or less.

Midrange: Clarity of vision at distances of more than 20 inches and less than 20 feet.

Far Acuity: Clarity of vision at 20 feet or more.

Field of Vision: Ability to observe an area up or down, left or right while eyes are fixed on a given point.

Depth Perception: Three-dimensional vision. Ability to judge distance and space relationships so as to see objects where and as they actually are.

Accommodation: Ability to adjust focus.

Speaking/Hearing: Ability to give and receive information through speaking and listening skills.

Motor Coordination:

While performing the duties of this job, the incumbent is regularly required to sit; use hands to finger, handle or feel objects, tools or controls; and reach with hands and arms. The incumbent is frequently required to stand; and walk. The incumbent is occasionally required to climb or balance; and stoop, kneel, crouch, or bend.

Experience/Educational Requirements:

Education:

A Master's degree from an accredited four-year college or university;

AND

Experience:

Six (6) years experience in work related to the above described duties;

OR

Certification:

Possession of a valid Mississippi "AA" teaching certificate from the Department of Education in the area specified by the agency;

AND

Experience:

Six (6) years experience in work related to the above- described duties.

Required Document: Applicant must submit a valid copy of his/her Mississippi "AA" teaching certificate.

Interview Requirements

Any candidate who is called to an agency for an interview must notify the interviewing agency in writing of any reasonable accommodation needed prior to the date of the interview.